

# *A Student's Guide to Police Practices*



**INDEPENDENT POLICE AUDITOR**



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Dear Students and Other Readers of this Guide:

The Office of the Independent Police Auditor created the “Student’s Guide to Police Practices” to reach out to students and young people. The guide informs you about your rights, as well as your responsibilities, in interacting with the police. It also provides information about valuable community and government services.

The IPA office is a non-police agency where a complaint can be filed if you feel that you have been mistreated by a San José police officer. The City of San José established this office over twelve years ago to make sure that complaints are investigated in an objective, complete and fair manner. We urge you to come forward with issues and questions that you may have. There is a policy against retaliation for filing a complaint.

The IPA appreciates the contribution that the San José Police Department and the City Manager have made toward the publication of the student’s guide. Projects like this can improve community confidence in the SJPd and the IPA.

Please contact our office if you would like a presentation about the IPA, a discussion about the complaint process, police practices or issues, or to file a complaint: 408-794-6226.

Sincerely,

A stylized, handwritten signature in black ink, appearing to read 'B. Attard'.

Barbara Attard  
Independent Police Auditor



Hello Everyone,

One of the most important things a professional police department can do is ensure that the community it serves has trust and confidence in the way its officers perform their work. We of the San José Police Department are proud of the very positive relationships we have established over the years with the diverse groups of people who live, work and play in San José. We are also proud to support the development and distribution of the “Student’s Guide to Police Practices” because it will help inform San José’s youth about what their rights are when interacting with the police as well as educate them about why police officers take the actions they do to ensure the safety of our community.

We are also proud of the working relationship we have established with the Office of the Independent Police Auditor. The goals of our two departments are the same, in that we want to ensure that any allegations of police misconduct are investigated thoroughly and fairly. As such, it is my hope that this guide will help foster a spirit of mutual understanding and friendship between the youth of San José and those police officers who serve them. Please feel free to contact our Internal Affairs Unit should there ever be a question you might have regarding any police activity. The phone number to the Internal Affairs Unit is (408) 277-4094.

Thanks for taking the time to read and study this guide.

Sincerely,

A stylized, handwritten signature in black ink, appearing to read 'R. Davis'.

Robert L Davis  
Chief of Police  
San José, California

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# You and the Police

## A Student's Guide to Police Practices

***The goal of this brochure is to provide you with information when interacting with the police in order to help you make smart decisions. This information should be viewed as general guidelines, and not intended to serve as legal advice.***

How many times have you asked yourself why police officers do the things they do? This brochure will give you a general idea about police practices as well as a common sense approach on what to do if you are stopped and questioned by an officer.

## Police Harassment

### Questions commonly asked by youth:

- Why do officers try to intimidate young people?
- Why do officers harass young people for just hanging out with their friends?
- Why do officers stereotype young people and single them out because of the way they are dressed, their ethnic background, type of car they drive, etc.?
- Why don't officers tell people why they are being stopped?

What you may think is harassment, may not be harassment at all. Officers may be responding to complaints from neighbors. Sometimes when you are hanging out with your friends some people may become concerned and call the police, especially when you are making a lot of noise, fighting or tagging walls. When officers receive these types of calls, the information they get may be incomplete or inaccurate. This causes the officers to question everyone in the group and, unfortunately, sometimes this means having to question innocent people.

### **Here are some suggestions that may help you when contacted by the police:**

- 1)** If you are approached by a police officer, be respectful and do not assume the worst.
- 2)** Realize that your appearance and attitude may send a message, either good or bad.
- 3)** Do not have your hands in your jacket or pockets; officers will be concerned about whether or not you have a weapon.
- 4)** Avoid making sudden movements. The officer may think you are trying to hide something or you are trying to reach for a weapon.
- 5)** Remain calm. Fear and adrenaline can get both you and the officer in trouble.



- 6) Remember that what you may think is “harassment,” may be proper law enforcement procedure necessary to conduct an investigation.
- 7) If you are stopped, do as the officer tells you to do. This is not the time for you to take-on the officer. You can always argue your case/ticket in court at a later time or file a complaint.

## *Traffic Stops*

Traffic stops are one of the most dangerous situations for police officers, especially at night. Officers will often call for help. This is usually referred to as “back-up.”



## **Police officers can legally stop cars for some of the following reasons:**

- 1)** Traffic violation(s). For example:
  - Only one license plate on vehicle (you must have 2, one in the front and one in the back, and they must be properly displayed)
  - Stickers placed on windshield (obstruction of view)
  - Things hanging from inside review mirror
  - Having bald tires
  - Modifications to vehicles (i.e. exhaust, hydraulics, tinted windows, blue lights)
  - Headphones from portable stereo covering both ears
  - Clear tail and signal light lenses
- 2)** Reasonable suspicion of criminal activity based on what officers have seen, witness information, information from police radio, other officers, or information from other official sources.
- 3)** Probable cause to make an arrest
- 4)** Outstanding warrants

Be aware that if you are on probation or parole, officers can stop and search you, whether you are in your car or on foot, to see what you are up to as a condition of your probation or parole. Officers do not need a warrant or probable cause when you are on probation or parole.

# Profile Stops

When officers stop people based solely on how they look, their race, gender or type of car they drive, they are making what is referred to as a “profile stop.” The San José Police Department does not allow “profile stops.” If you feel that you were subjected to a “profile stop,” you have the right to file a complaint.

# Consensual Encounters

A “consensual encounter” is when an officer contacts you and the officer has no legal reason to suspect you are doing anything wrong.

This type of police contact is legal, and usually involves a police officer asking questions such as: your name, address, what you are doing or where you are going, and proof of identification. The officer may even ask if he/she can search you. During the entire encounter, the officer must not prevent you from leaving, or terminating the conversation because it is strictly voluntary on your part. **You can remain and talk to the officer, or you are free to leave.**



# Miranda Rights

## (You have the right to...)

When do officers have to read you your Fifth Amendment rights? Your Fifth Amendment rights are also called “Miranda Rights.” Many television shows give people the impression that the police have to give Miranda Rights any time they are contacted or arrested. But in reality, *police officers are required to read you your Miranda Rights only when:*

- 1. You are arrested for being involved in a crime **and***
- 2. You are going to be questioned about that crime.*
- 3. If you are under the age of 18 and are taken into custody, California law requires that you be advised of your rights even if you are not going to be questioned.*

Police officers can ask you general questions such as your name, address, and birthday without reading you your Miranda Rights. When you are read your Miranda Rights, the officer should say the following:



# Miranda Rights

- 1) You have the right to remain silent.
- 2) Anything you say can be used against you in a court of law.
- 3) You have the right to talk to a lawyer and have him/her present with you while you are being questioned.
- 4) If you cannot afford to hire a lawyer, one will be appointed to represent you before any questioning if you wish.

## For Juveniles Only

### **(If you are under the age of 18)**

Anything you say can be used against you in a juvenile court prosecution and can also be used in an adult court criminal prosecution if the juvenile court decides that you are to be tried as an adult.

Make sure you understand all of your rights before you agree to answer any questions. However, if you understand your rights, you may choose to speak to the police. If you are not sure, it is best not to answer questions, and to let the officer know you prefer to remain silent.

## What happens if...?

Remember that while this is general information, this does not replace professional legal advice. If you have specific questions about legal issues discussed in this brochure, you should talk to a lawyer.

### What happens if you are stopped for questioning?

If you are stopped without a legal reason, you should know that it is not a crime to refuse to answer questions. But refusing to answer can make the police suspicious about you. Legally, you should not be arrested for refusing to identify yourself on the street. However, if you are driving a car or you are in a place where liquor is served, you can be arrested for failing to identify yourself. When speaking to an officer, you should tell the truth and not mislead or lie to the police.

Officers may do a “pat-down” search of your clothing if they suspect you are concealing a weapon. If this search is against your wishes, do not physically resist, but verbally tell the officer that you are not giving consent to the search.



Ask if you are under arrest. If you are, then ask for the reasons why. You have the right to know this.

Do not “bad mouth” the police officer or run away, even if you believe what is happening is wrong. This could lead to your arrest. Do not challenge the officer. Remember, you can always report the misconduct by filling a complaint at a later time.

### **What happens if you are stopped driving a car?**

Show your driver's license, registration and proof of insurance upon request. Your car can, in certain cases, be searched without a warrant as long as the police have probable cause, you are under arrest, or as a condition of your probation or parole. Otherwise, you do not have to consent to a search of your car, and you should let the officers know this to protect your right to contest the search later. Do not resist the officer's efforts. You can always argue your case at a later time in court or through a citizen complaint.

If you are given a citation, you should sign it; otherwise, you can be arrested. By signing the ticket you are not admitting that you are guilty, you are just promising to appear for a hearing. Remember that if you disagree with the officer, you can fight the case in court.

If you are suspected of drunk driving and refuse a blood, urine, or breath test, your driver's license or privilege will be suspended. In California, driving is a privilege not a right.

## **What happens if you are arrested or taken to a police station?**

Whether or not you are guilty, go with the officer. You can later argue your case in court. If you are a minor, California law requires that the arresting officer immediately contact your parents.

Under Miranda, you have the right to remain silent and to talk to a lawyer before you talk to the police. You can talk to the police or respectfully tell the police that you wish to remain silent, but provide them with your name, date of birth, address, and other identifying information. After talking to a lawyer, you and your lawyer can decide on the best way to resolve your case.

It is within your right to immediately request to see a lawyer. If you cannot pay for a lawyer, the court will appoint one to represent you. This lawyer is commonly referred to as a “public defender.” You may ask the police how to contact a lawyer.

Within three hours after you are arrested, or immediately after being booked, you have the right to make two free phone calls in the local dialing area: (1) to a lawyer (2) a relative or any other person. The police may not listen to the call to a lawyer. Keep in mind that if you call your boyfriend or girlfriend, that is one of the two phone calls you are permitted to make. Use good judgement when deciding whom to call.

If you are 18 or over, sometimes you can be released without bail, referred to as “own recognizance,” or to have your bail lowered. In most detention facilities, there are employees who can answer questions regarding your bail.



## **What happens if you are caught driving a car without a driver's license?**

If you have been issued a driver's license by the Department of Motor Vehicles (DMV), you must have that license with you any time you are driving a vehicle. If you are stopped, and you don't have your license with you, you may receive a citation and/or not be allowed to drive off. But if you have never been issued a driver's license by the DMV, or it has been suspended, the offense is more serious because the State of California requires everyone who drives a car to have a valid driver's license or permit to drive. If you don't have either of these, and you are stopped while driving a car, you will be given a ticket, and because this is a misdemeanor offense, you can be arrested. Your car may also be towed and impounded and it will be very expensive to get your car back. You will be required to go to court. Things may get more complicated if you are on probation.

## **What happens if you do not show up to court?**

If you fail to go to any court appearance without approval from the court, a warrant will be issued for your arrest. A warrant never expires until it is taken back by the court, or you are arrested. Calling the court or writing a letter is not enough unless you receive written confirmation from the court that your court date has been rescheduled or that you do not have to appear. Failing to go to court is a serious matter that will end up getting you arrested.

# *Arrest Warrants*

Arrest warrants are orders issued by a judge. Police officers have little discretion with court orders, and their responsibility is to take anyone who has a warrant for their arrest into custody. If you think you have a warrant for your arrest, it is recommended that you contact your local law enforcement agency to inquire how you can take care of this warrant. You should then follow through immediately. Be aware that if you are stopped by a police officer, you may be arrested if there is an outstanding warrant for your arrest.

# *Search Warrants*

A search warrant is an order signed by a judge, which gives officers authorization to search every location for items listed in the search warrant. Officers are required to provide you with (1) a copy of the warrant and (2) a list of the items taken.

# *Curfew*

The City of San José passed a curfew law that makes it illegal for minors to be out past a certain hour. Minors 15 years and under are not allowed to be out without parental or guardian supervision between 10:00 PM and 5:00 AM. Minors 16 and 17 years of age cannot be out without a parent or guardian between 11:30 PM and 5:00 AM. San José Municipal Code 10.28.020

If an officer stops you for curfew violation, you will be brought to a curfew center where your information will be taken. Your parent/guardian will be called and asked to pick you up from the curfew center. You and your parent/guardian may be referred to counseling.

## **Curfew Exceptions**

- If you are with your parent/guardian.
- If your parent/guardian sent you out to run an errand.
- If you are “hanging out” on your property (front porch/yard or sidewalk).
- If you are waiting for or riding public transportation (bus, train, lightrail).
- If you are going to or coming from work.
- If you are going home directly from a school, religious, cultural, athletic or organized activity/event.
- If you have been declared by the court “legally emancipated” (an adult).
- If you are responding to an emergency.
- If you are the driver or passenger of a car.

# Trespassing

You can be arrested for refusing to leave a private or public building or school grounds if you have no legitimate reason for being there.

# Loitering

Loiter means to delay, to linger, or to idle (hang around) in a school or public place without a lawful purpose for being present. This includes places such as parking lots, convenience stores, fast food restaurants, and others.

# Vandalism

It is a crime to damage, destroy, or deface a school building, or any public or private building or structure. This includes fences, vehicles, mailboxes, street signs, etc. You can be incarcerated and your parents forced to pay for the damages.

# Graffiti

## **What is graffiti?**

Some view graffiti as a form of art but others view it as vandalism. In either case graffiti can be trouble. Areas that are “tagged” are often



considered to be “gang turf.” These neighborhoods are viewed as unsafe, run-down and undesirable. Parents or relatives that own homes in these areas suffer the greatest loss because their property value will be lower than homes in other neighborhoods.

Graffiti attracts real gang members. This is dangerous because graffiti could result in violence and retaliation. As a result, there has been an increase of cases reported involving violence between taggers and gang members.

Unless you own the property that is being tagged, tagging is against the law. If you are caught tagging for the first time, you could be sentenced to sixty hours of removing or painting over graffiti during your weekends. You could also lose your driver’s license for a year. If you get caught again the punishment can double. Other forms of punishment are house arrest, detention in juvenile hall or if you’re an adult, in county jails.

People caught tagging are ordered to pay for the damage caused to the property. If the “tagger” cannot pay for the damages, their parents are forced to pay. If the damage is over \$400.00, the crime becomes a felony and the penalties are much worse. Tagging destroys property and takes away from what parents and neighbors work so hard to have. Tagging is not cool. It messes-up your future and it can even be deadly to you or your family. Is tagging really what you are about? Is putting your tag up really worth the consequences? Make the right choice.

**Don’t Tag!**

# Drugs

## ***The Reality of Drugs***

Drugs may make people feel like they are smart, strong, happy, and like there is nothing in the world to worry about. The problem is that these feelings are not real. What is real is that drugs are addictive and can make you sad, depressed, paranoid, and even suicidal. This is reality!

Drugs have caused a national health problem in our country that has affected tens of millions of people. Many lives have been ruined because of drug addiction. This addiction is an illness that has a devastating financial impact on people. Drug dealers often push free samples, knowing that once hooked, you will forego buying clothes, cars, and other things you enjoy to buy a “fix.”

Many young women and men between twelve and eighteen years old that use drugs are homeless, prostitutes, or gang members. Many of them have run away from home, live on the streets, and go on to commit crimes to support their drug habit. These young people live hard, dirty, and violent lives, frequently being raped, beaten, and sometimes killed, or sentenced to jail.

Because governmental agencies have had to cut back on programs designed to help people get out of drugs, few places exist where one can get treatment to overcome this terrible illness. Most addicts wish they had never tried drugs in the first place. The initial thrill was not worth the loss of family, future, and self-respect. You may not be able to do anything about your

DEPRESSANT	STIMULANTS	MICHAELPHARMINE	EXCITRY	GHB	"Special K"	PCP	MADNESS	INHIBITORS	MARIJUANA/LEAF	SERVICES	Tobacco
Drug Name:											
Alcohol	Amphetamines	Michaelpharmine	Excitry	GHB	"Special K"	PCP	MADNESS	Inhibitors	Marijuana/Leaf	Services	Tobacco
Other Names:											
How Consumed:											
Effects:											
Facts for Parents:											

friend's decision to take drugs but you do have the choice to stay away from drugs yourself. Be smart, be happy, be real!

## *Searches on Public School Campuses*

In most cases, police officers need a search warrant based on probable cause in order to search you, your house, or car. However, in a school, school officials, teachers, or officers do not need a search warrant if they have a special need to conduct a search, or suspect criminal activity. Searches can be done in schools based on "reasonable suspicion." This means that if a teacher or school administrator suspects that you are involved in a violation of a law or school policy, you may be searched. Your personal possessions, such as your backpack, locker, and car if they are on school property may also be searched.

## *Truancy*

### **"Cutting School"**

Did you know that cutting school could get you in trouble with the law? According to state law, students between the ages of 6-18 years are required to go to school, unless the student is between the ages of 16 and 17 and he/she has passed the California High School Proficiency Exam.



Any student who is absent from school for more than three days without a valid excuse, or is late to school for more than 30 minutes on three or more consecutive days, under the law, is considered a “truant.” If an officer sees you out and about when you should be at school, the odds are that the officer will stop you to find out why you are not in school. If you do not have a valid excuse from your parent/guardian or a school pass, you will most likely be detained and taken to a truancy center. At the truancy center, a report will be filled out and your parent/guardian will be called, and asked to take you back to school. While you cannot be arrested for cutting school alone, there are consequences such as: being detained at a truancy center; being referred to counseling; and disciplinary action taken by your school.

*To avoid problems, make sure to have a valid written excuse signed by your parent/guardian, or a school pass, if you are going to be late to school or you need to leave school during regular school hours.*



# Insulting

## and Abusing Teachers

It is in violation of the Education Code, Section 44812, for any parent, guardian, or other person to insult or abuse a teacher at school while in the presence of students or other school employees.

# Fighting

## on School Property

Penal Code Sections 243.2 and 243.5 make it clear that any assault or battery on school grounds or parking lot is against the law. Fighting is a battery, and an assault is a threat to strike someone, when you have the ability to do so. These crimes can be punished by a fine or by imprisonment in the county jail, or both.

# Disrupting

## or Interfering with Classes

The Education Code section 32211 makes it a misdemeanor to be on school property for the purpose of disrupting or interfering with classes or other school activities. You must leave promptly, and thereafter cannot return within 48 hours.

*Remember that you cannot enter any part of the school grounds without permission if you have been suspended.*

# Weapons on Campus

It is a felony to bring or possess a firearm in a school. A felony is a serious crime, which can be punished by incarceration in a state prison. Remember also that a school official can search your locker, backpack, or your person without a warrant.

Any object that is capable of inflicting substantial injuries can be considered a weapon. Some of these objects are razors, pocket knives, other pointed objects, Billie clubs, metal knuckles, tear gas, nunchakus, BB/Air/or Pellet guns, Spot Marker guns, explosives including fire works, and others. While the possession of some of these objects may not be illegal, their possession at a school is prohibited by school regulations.

## *Emancipation of Minors*

This is a process that makes it possible for a minor to have most of the rights of an adult. In order to qualify you must:

- Be at least 14 years of age,
- Not living with parents or guardian,
- Have the consent of the parents or guardian, and
- Financially support yourself.

## *Youth Services Guide*

The goal of this directory is to provide you with information in locating resources available to you in your community. This is a partial list of all the resources available to you. This is a guide; make sure to verify with each agency the information on their services and whether there is any cost.



## **CITY OF SAN JOSÉ RESOURCES**

### **After School Program**

**(408) 794-1233 • [www.sanjoseca.gov/prns/afterschool.asp](http://www.sanjoseca.gov/prns/afterschool.asp)**

Safe, fun and enriching activities for youth after school.

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### **Anti-Graffiti Program**

**(408) 277-3208 • [www.sanjoseca.gov/prns](http://www.sanjoseca.gov/prns)**

**(408) 277-2758 Hotline**

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### **City of San José Call Center**

**(408) 535-3500 • [www.sanjoseca.gov](http://www.sanjoseca.gov)**

Directory assistance for finding any City of San José department office.

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### **Clean Slate Tattoo Removal Program**

**(408) 251-7757 • [www.sanjoseca.gov/prns/youth%20programs/ysic.htm](http://www.sanjoseca.gov/prns/youth%20programs/ysic.htm)**

Serves former gang involved and at risk youth of San José between ages 14-25, who have found tattoos to be a barrier in furthering themselves through education and employment.

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### **Community Centers Administration**

**(408) 535-3570 • [www.sanjoseca.gov/prns/centers.asp](http://www.sanjoseca.gov/prns/centers.asp)**

Main office for community centers in San José.

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### **Crime Stoppers Anonymous Tip Hotline**

**(408) 947-STOP • (408) 947-7867**

## **Office of the Independent Police Auditor**

**(408) 794-6226 • [www.sanjoseca.gov/ipa/](http://www.sanjoseca.gov/ipa/)**

A non-police office where you can file a complaint against a San José police officer. The *Student Guide to Police Practices* can be downloaded from our website in English, Spanish or Vietnamese.

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## **Safe School Campus Initiative**

**(408) 277-2741**

A mobile outreach unit that provides citywide mediation for street gangs and intervention in volatile situations. Reduces gang violence and refers gang-involved individuals to intervention programs.

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## **San José Fire Department**

**(408) 277-4444 (non-emergency) • [www.sjfd.org](http://www.sjfd.org)**

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## **San José Fire Department Explorer Post 888**

**(408) 929-7678 • [www.sjfdexplorerpost888.org/intro.html](http://www.sjfdexplorerpost888.org/intro.html)**

Trains young men and women in the area of fire services and assists them in pursuing goal to become a career firefighter. Participate in meetings, drills, public relations events and other related activities.

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## **San José Parks, Recreation and Neighborhood Services Department**

**(408) 277-2741 • [www.sanjoseca.gov/prns](http://www.sanjoseca.gov/prns)**

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## **San José Police Department**

**(408) 277-8900 (non-emergency) • [www.sjpd.org](http://www.sjpd.org)**

In an emergency, please dial 911. From your cell phone, dial (408) 277-8911 or 911.

**San José Public Library**  
**(408) 808-2000 • [www.sjlibrary.org](http://www.sjlibrary.org)**

Homework resources; job and vocational guidance resources; leisure resources (paperbacks, DVD/VHS videos, music CDs, magazines).

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**S.T.A.N.D. [Striving Towards Achievement and New Direction] Program**  
**(408) 251-5757**

Assists youth with reduction of delinquent behavior, prevention of gang involvement, and academic achievement. A 10 week support group that offers youth a neutral setting to discuss different issues.

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**Work Experience Program (WEP)**  
**(408) 277-3578**

Provides youth, aged 14-16, with paid work opportunities. Workshops are offered about careers, college, resume writing, interviewing skills, and success at work.

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**Youth Anti-Tobacco Collaborative**  
**(408) 998-5864 • [www.notbuyinit.org](http://www.notbuyinit.org)**

Provides anti-tobacco services for San José youth. Trains peer-educators to become experts in tobacco prevention. Peer educators present tobacco prevention information to youth in schools and community centers throughout the City.

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**Youth Commission**  
**(408) 277-2744 • <http://www.sanjoseca.gov/prns/commissions.htm>**

Through this commission, young people can become involved in the decision making process of the City of San José. This is the official youth advisory group to the City Council and serves to educate the community about youth issues.

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**Youth Intervention Services (YIS)**  
**(408) 277-2741 • <http://www.sanjoseca.gov/prns/ysb.htm>**

Intervention/prevention, mediation, and diversion services for the reduction of youth gang violence.

## OTHER COMMUNITY RESOURCES

### **Asian American Recovery Services, Inc.** **(408) 271-3900 • [www.aars-inc.org](http://www.aars-inc.org)**

Decreases incidence of substance abuse in the Bay Area within the Asian and Pacific Islander communities. AARS develops and provides innovative outreach treatment, prevention, and research services for its target populations.

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### **Big Brothers Big Sisters of Santa Clara County** **(408) 586-0150 • [www.bbbs-scc.org](http://www.bbbs-scc.org)**

Builds responsible, independent children and youth by matching each with a supportive and caring adult role model. Offers mentoring programs for children who are at-risk for substance abuse, juvenile crime, academic failure, low self-esteem, teen pregnancy, and gang activity.

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### **Bill Wilson Center** **(408) 243-0222 • [www.billwilsoncenter.org](http://www.billwilsoncenter.org)**

Supports and strengthens the community by serving youth and families through counseling, housing, education, and advocacy.

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### **Billy DeFrank Lesbian & Gay Community Center** **(408) 293-3040 ext.111 • [www.defrank.org](http://www.defrank.org)**

Provides a safe space for youth and young adults to develop their sexual and gender identities and to realize their potential as valuable members of the community. Several groups meet on a weekly basis and drop-ins are always welcome.

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### **Catholic Charities – Youth Empowerment for Success (YES)** **(408) 283-6150 • [www.ccsj.org](http://www.ccsj.org)**

Offers recreational activities, gang prevention and intervention, youth and parent support groups, community resources, street outreach for run-a-ways, mentoring, and truancy outreach.

## **Child Abuse Reporting Hotline (Child Protective Services Agency)** **(408) 299-2071 - 24/7**

A 24-hour hotline where individuals can report child abuse and/or neglect. Children and youth can request help for themselves and/or their families.

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## **Community Partners for Youth** **(408) 392-8544 • [www.ccpy.org](http://www.ccpy.org)**

Offers at-risk teens training and mentoring programs to help develop positive decision-making abilities.

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## **Community Solutions Center, Inc.** **(408) 842-3118 • [www.communitysolutions.org](http://www.communitysolutions.org)**

Group & Family Counseling; alcohol & drug assessment and treatment; home-based support for teen parents; foster care housing & support for teen parents; transitional housing for homeless youth & young parents; youth activity center; and teen assault awareness programs.

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## **Department of Social Services Application Center** **(408) 271-5600**

Assists with the application process for food stamps, cash aide and MediCal.

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## **Family and Children Services** **(408) 292-9353 • [www.fcservices.org](http://www.fcservices.org)**

Counseling; deaf and hard of hearing services; gay/lesbian services; HIV/AIDS Counseling; program for youth emancipating from foster care and juvenile probation; psychiatric services; school-based services; seriously mentally ill services; youth leadership development.



## **Fresh Lifelines for Youth, Inc. (FLY)**

**(408) 263-2630 • [www.freshlifelinesforyouth.com](http://www.freshlifelinesforyouth.com)**

Mentoring, leadership training, and legal education for youth to reduce juvenile crime and incarceration.

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## **Girl Scouts of Santa Clara County**

**(408) 287-4170 • [www.girlscoutsofsc.org](http://www.girlscoutsofsc.org)**

Provides girls and young women, ages 5-17, with life skills that will enable them to reach their full potential. Programs empower young women to make life-enhancing decisions, develop self-esteem, and be active.

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## **Girls for a Change**

**(408) 515-8455 • [www.girlsforachange.org](http://www.girlsforachange.org)**

Works with girls to develop leadership skills, personal power and confidence through mentorships and projects for social change.

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## **Legal Advocates for Children and Youth (LACY)**

**(408) 280-2416 • [www.lawfoundation.org](http://www.lawfoundation.org)**

Free legal information and services in the areas of education/school, youth emancipation, and legal guardianships. Special programs for homeless youth, and pregnant/ parenting teenagers.

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## **Mexican American Community Services Agency (MACSA)**

**(408) 929-1080 • [www.macsa.org](http://www.macsa.org)**

Crime and gang prevention/intervention; sports recreation; youth employment and training; after school day care; homework assistance; computer training; teen pregnancy for males; charter high school; youth leadership club, and Restorative Justice Program. Counseling and health services at the Youth Center.

## **Mexican Consulate**

**(408) 294-3414**

Consular protection and assistance on immigration, civil, labor and criminal matters. Services provided only to Mexican Nationals.

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## **Next Door, Solutions to Domestic Violence**

**(408) 279-2962 (24-hour hotline) • [www.nextdoor.org](http://www.nextdoor.org)**

Crisis counseling for victims of domestic violence.  
For Administration, legal services, shelter, support groups and counseling, please call (408) 501-7550.

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## **PFLAG (Parents, Families and Friends of Lesbians and Gays)**

**(408) 270-8182 • [www.pflagsanjose.org](http://www.pflagsanjose.org)**

Offers support, education and advocacy to lesbians, gays, bisexuals, and transgender persons and their friends and family members.

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## **Santa Clara County Suicide Crisis Hotline**

**(408) 279-3312 (24-hour advice line) • [www.sccsacs.org](http://www.sccsacs.org)**

Immediate and confidential emotional support and crisis intervention for people in life-threatening situations.

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## **Youth Build San José**

**(408) 918-1014**

Construction training and education for young adults between the ages of 17-24. Pre-journeyman program.

## ACKNOWLEDGEMENTS

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- **San José Mayor and City Council**
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- **San José Police Department**
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- **San José Parks, Recreation and Neighborhood Services Department**
- **City of San José Youth Commission**
- **San José High Academy**
- **Santa Teresa High School**
- **“What to do when stopped by Police”**  
*City of Cincinnati, various community organizations*
- **“School Law Bulletin”**  
*Quinlan Publishing Group, 2000*
- **Youth Trust Foundation**
- **Youth Health Council of YTF, San José High Academy**
- **“Growing up Drug-Free A Parent’s Guide to Prevention”**  
*Partnership for a Drug-Free America on behalf of the U.S. Department of Education, 1998*
- **Teresa Guerrero-Daley, former Independent Police Auditor**
- **ImageX**
- **Staff of the Independent Police Auditor**

# *Police Complaints*

## **How to file a complaint:**

You may file a complaint in person, by phone, mail or email at the Office of the Independent Police Auditor (IPA) or at the Internal Affairs Unit of the San José Police Department. The only information you need to file a complaint is the date, time, and place of where the incident happened.

### **Office of the Independent Police Auditor**

75 East Santa Clara Street, Suite 93

San José, CA 95113

Tel. (408) 794-6226

Fax (408) 977-1053

Email: **Ind\_Pol\_Aud@sanjoseca.gov**

Website: **[www.sanjoseca.gov/ipa](http://www.sanjoseca.gov/ipa)**

### **Internal Affairs Unit**

San José Police Department

777 North First Street, Suite 666

San José, CA 95112

Tel. (408) 277-4094

Fax (408) 277-3920

# *So, was this Student's Guide Helpful?*

**In order to improve future publications, we would like your opinion about the Student's Guide to Police Practices.**

1. Was the language simple and easy to understand? ☐ YES ☐ NO  
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2. Was it informative? ☐ YES ☐ NO  
\_\_\_\_\_
3. Are there any issues, sections, or items in this booklet that you feel are missing, unnecessary, not useful or unclear? (Please be specific) ☐ YES ☐ NO  
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5. What is your overall opinion of this student guide?  
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If yes, have you ever contacted this office? ☐ YES ☐ NO  
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Do you know anyone who has contacted this office? ☐ YES ☐ NO  
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7. Any other comments or suggestions are appreciated.  
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Please fax this survey to (408) 977-1053 or mail to the  
IPA Office, 75 East Santa Clara Street, Suite 93, San José, CA 95113

Place  
Stamp  
Here

**Office of the Independent Police Auditor**  
75 East Santa Clara Street, Suite 93  
San José, CA 95113



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